

<b>DEPARTMENT NAME</b>	Davidson County Election Commission
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<b>DEPARTMENT MISSION</b>	The mission of the Davidson County Election Commission is to provide federal, state and local election products to eligible citizens of Davidson County so they have equal access to the election process and can exercise their right to vote.
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## ISSUE STATEMENTS

### Issue Statement One

Over the past 5 years, there has been an increased demand on Poll Officials to perform more complex duties, which if not properly addressed, will result in:

- Possible ↓ in Poll Officials [to work the polls]
- Possible litigation
- Lengthening the election day voting process
- ↓ Voter satisfaction and confidence
- Possible ↑ in denied opportunities for registered voters to vote.

### Issue Statement Two

As a result of the Help America Vote Act and related legislation, elections related technology will continue to develop during the next 2 to 5 years, and is left unaddressed and unmanaged, it will result in:

- Inefficient delivery of services to voters
- ↓ Services to customers
- ↑ Inability to meet customer demands
- ↓ customer satisfaction
- ↓ Number of voters
- ↓ Opportunity to have fair and honest elections
- ↑ Cost

### Issue Statement Three

Over the past 5 years, there has been increased visibility of the election process and that process, if not properly understood by the public, will result in:

- ↑ Voter apathy
- Possible ↓ in voter registration and turnout

### Issue Statement Four

The changing demographics in Davidson County in areas such as age, mobility, population increase and diversity, if left unaddressed could result in some voters facing barriers in the voting process.

## STRATEGIC GOALS

### Goal One

By November 2008, voters of Davidson County will enter their voting precinct and encounter a process which allows the voter to vote in a quick and accurate manner, as evidenced by:

- 90% Of Poll Officials retained through more than one election cycle
- 90% of Officers of Elections who have attended 10 hours of training in a calendar year.
- 90% of Poll Officials who are at their precinct location no later than 6 a.m. on Election Day.

### Goal Two

By 2008, voters will experience a more accessible election process as it relates to technology, as evidenced by:

- % Increase in persons using on-line election documents, (e.g., registration forms, poll official applications).
- % of total voters using early voting locations during major elections.
- % Web-based questions responded to in a timely manner.

### Goal Three

By November 2008, the Poll Official will experience an increase in knowledge and understanding of the Davidson County Election Commission responsibilities and the process as evidenced by:

- 90% of Officers of Elections who attend an additional three hours of cross training to better prepare them as precinct captains on Election Day.

### Goal Four

By November 2008, all eligible voters impacted by changing demographics will continue to have the opportunity to vote as evidenced by:

- % Statewide Voter System records updated daily
- % Of registration applications filed and/or processed in a timely manner
- % of absentee ballots delivered to groups (e.g., Military, Prison, Nursing Home) by mandated date.

### Goal Five

By November 2008, the voter will experience an increase in knowledge and understanding of Davidson County Election Commission responsibilities and the process as evidenced by:

- % voters who attend seminars or training who when surveyed state that

## Strategic Business Plan

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they are more informed about the DCEC and the voting process

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## LINES OF BUSINESS

### Line of Business One – Purpose Statement

The purpose of the Registration line of business is to provide voter products to Davidson County residents so they can be registered to vote.

### LOB One – Key Results

Register to Vote:  
Percentage of customers who are registered to vote as Active

### Line of Business Two – Purpose Statement

The purpose of the Election Procedures line of business is to provide election related products to registered voters so the voters can have the necessary tools and materials to vote and quickly receive accurately know the outcome of an election.

### LOB Two – Key Results

Election Preparation:  
Percentage of applications for ballot that do not result in a fail-safe provisional vote being cast

## PROGRAM

**Line of Business  
Purpose Statement**

The purpose of the Election line of business is to provide election preparation, information and results products to the general public so they can have confidence in the election process.

**Program Name**

Register to Vote

**Program Purpose Statement**

The purpose of the Register to Vote Program is to provide voter products to Davidson County residents so they can be registered to vote.

**Family of Measures: Result  
Measure(s)**

Percentage of customers who are registered to vote as Active

**Family of Measures: Output  
Measure(s)**

Number of registered voters (Active voters)

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand  
Measure(s)**

Number of registered voters demanded (Active & Inactive voters)

**Please list measures, if any, for this program that might be determined via a public survey.**

**Products**

Registered Voters:  
– Active Voters  
– Inactive Voters  
Registration cards  
Application by mail cards  
Supplemental voter registrations  
DMV voter registrations  
In Person voter registrations  
Certification of rights restorations  
Military Form 76  
Voter lists  
Voter analysis reports

## Strategic Business Plan

## PROGRAM

**Line of Business  
Purpose Statement**

The purpose of the Election line of business is to provide election preparation, information and results products to the general public so they can have confidence in the election process.

**Program Name**

Election Procedures

**Program Purpose Statement**

The purpose of the Election Procedures program is to provide election products to registered voters of Davidson County so they can have the necessary tools and materials to vote.

**Family of Measures: Result  
Measure(s)**

Percentage of applications for ballot that do not result in a fail-safe provisional vote being cast\*

**Family of Measures: Output  
Measure(s)**

Number of applications for ballot processed

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand  
Measure(s)**

Number of applications for ballot demanded

**Please list measures, if any, for this program that might be determined via a public survey.**

**Products**

Applications for Ballot  
Early voting sites  
Absentee ballots  
Election day paper ballots  
Early voting ballots  
Prison ballots  
Military ballots  
Sample ballots  
Voting machine preparation and delivery  
Poll books  
Emergency contingency plan  
Nursing home ballots  
Provisional ballots  
ADA compliance issues

## Strategic Business Plan

Web based voting instructions/directions Permanent voter registration physician statements Applications by mail Poll watcher and Inspector permits Nominating petitions Campaign financial disclosures Candidate seminars Qualification petitions Daily early voting lists Updated poll official training manuals
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- \* A fail safe paper ballot is used in a situation where a voter has failed to notify an election commission of a change of residence. This procedure insures that the voter participates in the correct district and precinct.

A paper provisional ballot is necessary when during an election, commission records do not show a citizen seeking to vote as being registered. This potential voter casts a provisional ballot. Election officials subsequently make a determination as to whether the individual is eligible to vote and either count or reject the ballot.